

FY2002 IM Team Performance Measures
For the
“Provision of IM Services that Effectively Support SC HQS Business Activities”
FY2002

<i>Performance Measure</i>	<i>FY 2001 Performance</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>
1. % Satisfaction with the overall quality of new IM services	77%	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
2. % Satisfaction with the overall quality of current IM services	86%	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	72% (4485/10411/.6)	76% (531/1169/.6)	81% (501/1032/.6)	78% (388/829/.6)	78% (388/829/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	98% (11142/11317) Avg = 12 sec	100% (1107/1107) Avg = 12 sec	100% (1010/1010) Avg = 11 sec	100% (811/811) Avg. =11 sec	100% (811/811) Avg. =11 sec
5. % of Support Center “Helpdesk -Medium” calls resolved within 4 hours	68% (6613/9709) Avg = 20 hrs	75% (733/980) Avg = 20 hrs	77% (608/792) Avg = 6.48 hrs	79% (525/662) Avg.=5.55	79% (525/662) Avg.=5.55
6. % of time that e-mail is operational	100% (44620/44620 mins)	100% (44620/44620 mins)	100% (43200/43200 mins)	100% (44640/44640 mins)	100% (44640/44640 mins)
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%	40%
8. % of CIAG action items assigned to SC621 resolved by due dates	96% (155/161)	100% (6/6)	100% (3/3)	100% (3/3)	100% (4/4)
Customer Satisfaction	80%	82%	83%	83%	83%

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<i>Performance Measure</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>June</i>
1. % Satisfaction with the overall quality of new IM services	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
2. % Satisfaction with the overall quality of current IM services	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	90% (504/932/.6)	85% (500/975/.6)	87% (474/907/.6)	82% (421/858/.6)	83% (496/1002/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	100% (787/787) Avg. =11 sec	100% (930/930) Avg. =11 sec	100% (751/751) Avg. =11 sec	100% (906/906) Avg. =11 sec	100% (874/874) Avg. =11 sec
5. % of Support Center “Helpdesk -Medium” calls resolved within 4 hours	83% (646/779) Avg.=4.25 hrs	81% (660/811) Avg.=6 hrs	90% (699/778) Avg.=3.51 hrs	84% (610/730) Avg.=4.55 hrs	77% (685/892) Avg.=5.50 hrs
6. % of time that e-mail is operational	100% (44320/44320 mins)	100% (44640/44640 mins)	100% (43200/43200 mins)	100% (44620/44620 mins)	100% (43200/43200 mins)
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%	40%
8. % of CIAG action items assigned to SC621 resolved by due dates	100% (2/2)	100% (6/6)	100% (10/10)	100% (6/6)	100% (1/1)
Customer Satisfaction	86%	86%	86%	84%	83%

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<i>Performance Measure</i>	<i>July</i>	<i>Aug</i>	<i>Sep</i>	<i>YTD</i>	<i>FY 2002 Performance</i>
1. % Satisfaction with the overall quality of new IM services	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	76%
2. % Satisfaction with the overall quality of current IM services	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	87%
3. % of Support Center calls resolved by first phone analyst before end of call	77% (508/1093/.6)	77% (473/1027/.6)	80% (430/896/.6)	81% (5226/10720/.6)	81% (5226/10720/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	100% (928/928) Avg. =11 sec	100% (806/806) Avg = 11 sec	100% (876/876) Avg = 11 sec	100% (9035/9035) Avg = 11.25 sec	100% (9035/9035) Avg = 11.25 sec
5. % of Support Center “Helpdesk -Medium” calls resolved within 4 hours	75% (660/885) Avg.=6.55 hrs	73% (632/861) Avg = 7.05 hrs	72% (546/755) Avg = 5.33 hrs	78% (7004/8925) Avg = 7 hrs	78% (7004/8925) Avg = 7 hrs
6. % of time that e-mail is operational	100% (44620/44620 mins)	100% (44620/44620 mins)	100% (44620/44620 mins)	100%	100%
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%	40%
8. % of CIAG action items assigned to SC621 resolved by due dates	100% (3/3)	100% (0/0)	100% (4/4)	100% (50/50)	100% (50/50)
Customer Satisfaction	82%	82%	82%	83%	83%

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